

Outcomes at a Glance

Community Services/Personal and Social Services

EFFECTIVENESS OF SERVICES

1. 75% of individuals working towards work ready skills.
87% Are working toward work ready skills
2. 80% of individuals will have self-advocacy related goals/services as a part of **99.6% Do have self-advocacy goals**

EFFICIENCY OF SERVICES

1. 90% of individuals referred for services will be provided services in 30 days or less from the date of authorization
95% were provided services in 30 days or less
2. 85% of the total units of service authorized will be provided on all consumers (number of units of service provided vs. number of units of service authorized)
84.7% of units scheduled were provided

SERVICE ACCESS

1. 85% of individuals will be supported in accessing necessary resources
99.2% of individuals were supported

CUSTOMER SATISFACTION

1. 90% of individuals will state satisfaction on consumer surveys and during random quality assurance phone contacts.
99.55% Satisfied

Employment Services/Employment Service Coordination

EFFECTIVENESS OF SERVICES

1. 25% of individuals will successfully earn job advancement/health benefits (supportive employment individual/retention services)
11% of individuals are earning job advancements/health benefits
2. 65% of individuals referred for job placement services will become employed
61.25% overall number of individuals referred to this program who are employed. (Note: The national average for Vocational Rehabilitation is currently at 57%.)

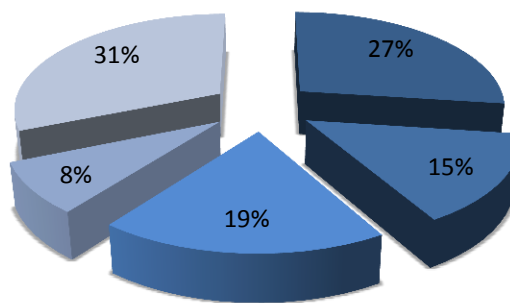
3. 90% of individuals will remain employed 90 days after VR ceases funding (supportive employment individual/retention services)
97% of individuals remained employed 90 days following end of funding
4. 90% of individuals will remain employed 30 days after VR eases funding (employment services)
100% of individuals remained employed 30 days following end of funding
5. 90% of individuals will remain employed 90 days after VR eases funding (employment services)
99% of individuals remained employed 90 days after end of funding
6. 25% of individuals will received a benefits package from their employer (employment services)
15% did receive a benefits package

EFFICIENCY OF SERVICES

1. 90% of assessments will be completed within the authorization period (assessment/job shadowing)
83% did have assessments completed within the authorization period
2. 90% of individuals gain employment within VR authorization period (job development/recruitment services)

Jobs Procured

■ Within 1 month ■ Within 3 months ■ Within 6 months
■ Within 9 months ■ No job procured



109

The number of jobs obtained by Learning Opportunities/Quality Works consumers in 2014

SERVICE ACCESS

1. 90% of individuals receiving services in the community of their choice
Agency wide, 100% of the individuals served received services in the community of their choice

1. 90% of consumers agree with the statement "services have/will help me get a job" (assessment/job shadowing)
99.4% of consumers agreed with the statement listed above
2. 90% of consumers agree with the statement "I am pleased with services" (assessment/job shadowing)
99.4% of consumers agreed with the statement listed above
3. 90% of consumers agree with the statement "services have/will help me get a job" (job development/recruitment services)
100% of consumers agreed with the statement listed above
4. 90% of consumers agree with the statement "I am pleased with services" (job development/recruitment services)
100% of consumers agreed with the statement listed above
5. 90% of consumers agree with the statement "services have/will help me get a job" (supported employment individual/retention services)
100% of consumers agreed with the statement listed above
6. 90% of consumers agree with the statement "I am pleased with services" (supported employment individual/retention services)
100% of consumers agreed with the statement listed above
7. 90% of employers state overall satisfaction with employment services received (supported employment individual/retention services)
100% of consumers agreed with the statement listed above
8. 90% of consumers agree with the statement "services have/will help me get a job" (employment services)
100% of consumers agreed with the statement listed above
9. 90% of consumers agree with the statement "I am pleased with services" (employment services)
100% of consumers agreed with the statement listed above
10. 90% of employers state overall satisfaction with employment services received (employment services)
100% of consumers agreed with the statement listed above